

## Consumer Integration Assessment Guide

This assessment guide is designed to raise awareness regarding the level of consumer integration within an organization. This assessment guide is divided into two sections. The first section can be used to assess the level of integration of consumer *volunteers* within an organization. The last section can be used to assess the level of integration of consumer *staff members* into an organization.

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### Consumer Volunteers

To assess the level of integration of consumer *volunteers* into your organization, please check the box or boxes that best represent your response to the statements below.

1. There are active efforts under way to recruit volunteers with lived experiences of homelessness into the organization.

- ☐ Always
- ☐ Often
- ☐ Occasionally
- ☐ Never

2. The organization seeks to involve consumers as volunteers in a variety of roles throughout the organization.

- ☐ Yes
- ☐ No
- ☐ Somewhat

3. The organization has defined the term “consumer.”

- ☐ Yes
- ☐ No
- ☐ Somewhat

4. The organization has made specific efforts to adapt the work environment to support participation by consumer volunteers.

- ☐ Yes
- ☐ No
- ☐ Somewhat

5. The organization provides miscellaneous reimbursements to consumer volunteers such as pre-paid phone cards, childcare, transportation, storage, food, and/or meeting expenses.

- ☐ Always
- ☐ Often
- ☐ Occasionally
- ☐ Never

6. Consumer volunteers have adequate access to computers, printers, communication devices, and other office supplies in order to do their work for the organization.

- ☐ Always
- ☐ Often
- ☐ Occasionally
- ☐ Never

7. The organization takes access to public transportation into consideration when choosing meeting locations.

- ☐ Always
- ☐ Often
- ☐ Occasionally
- ☐ Never

8. The organization holds meetings at times that are favorable for consumers who may be currently homeless (e.g., not conflicting with shelter rules, etc.).

- ☐ Always
- ☐ Often
- ☐ Occasionally
- ☐ Never

9. Consumer volunteers appear comfortable expressing their opinions in board meetings, staff meetings and/or within the organization.

- ☐ Always
- ☐ Often
- ☐ Occasionally
- ☐ Never

10. The organization provides workforce development and training opportunities to consumer volunteers.

- ☐ Always
- ☐ Often
- ☐ Occasionally
- ☐ Never

11. The organization uses advisory boards as training grounds for people who are homeless to develop skills in policy, planning, financial management, and/or evaluation to provide stepping stones to employment opportunities.

- ☐ Always

- ☐ Often
- ☐ Occasionally
- ☐ Never

### **Consumer Staff Members**

To assess the level of integration of consumer *staff members* into your organization, please check the box or boxes that best represent your response to the statements below.

12. There are active efforts under way to recruit consumers with lived experiences of homelessness as staff members into the organization.

- ☐ Yes
- ☐ No
- ☐ Somewhat

13. The organization seeks to involve consumers as staff members into a variety of roles throughout the organization.

- ☐ Yes
- ☐ No
- ☐ Somewhat

14. The organization has defined the term “consumer.”

- ☐ Yes
- ☐ No
- ☐ Somewhat

15. The organization has made specific efforts to adapt the environment to support consumer staff members.

- ☐ Yes
- ☐ No
- ☐ Somewhat

16. A numerical goal has been set regarding the number of staff who are to be working in the organization who are formerly homeless.

- ☐ Yes
- ☐ No
- ☐ Don't know

17. Consumer staff members openly disclose to other employees and clients that they were formerly homeless.

- ☐ Always

- ☐ Often
- ☐ Occasionally
- ☐ Never

18. The organization provides professional development and training opportunities to consumer staff members.

- ☐ Yes
- ☐ No
- ☐ Somewhat

19. Check the box below that best describes the level of decision-making authority consumer staff members have within the organization.

- ☐ No decision-making authority
- ☐ Little decision-making authority
- ☐ Some decision-making authority
- ☐ Significant decision-making authority

20. Consumer staff members have adequate access to computers, printers, communication devices, and other office supplies.

- ☐ Yes
- ☐ No
- ☐ Somewhat

21. The organization pays for and/or reimburses for work related costs such as cell phones, outreach supplies and gas for consumer staff.

- ☐ Yes
- ☐ No
- ☐ Somewhat

22. The organization has identified a pool of consumers with experiences of homelessness to provide support to current consumer staff members.

- ☐ Yes
- ☐ No
- ☐ Somewhat

23. Check the box below that best describes how consumer staff members are compensated at your organization.

- ☐ No compensation
- ☐ Some compensation for time and expertise
- ☐ Competitive compensation for time and expertise

☐ Don't know